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Examining group dynamics more closely: A Conversation Analysis study of how agenda change points are managed in LD healthcare service planning meetings.

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BPS Poster Presentation Abstract

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Background: Clinical effectiveness meetings in intellectual disability services involve complex negotiations between managers from multiple professional origins, negotiating a complex socio-political healthcare environment. These meetings take place in political, organisational, interpersonal and interprofessional contexts and are orientated to specific social, healthcare and organisational orders.

Aims: The current study aimed to analyse how managers manage these multiple concerns as they move through the agenda of their meetings.

Methods: Nine hours of Operational Assurance Group meetings within a LD service were recorded and analysed using Conversation Analysis.

Findings: The study found that orientation to agendas in meetings was carefully constructed to demonstrate an awareness of the subjectivity of team members; to check for an agreement to move on, was collaboratively moderated, and highlighted how boundaries between professions and roles were shifting.

Conclusion: Inter-professional communication can be effective, supportive, and collaborative. Contextual values of collaboration, respect and dignity were carefully negotiated in healthcare service decision making, blurring distinctions between task and interpersonal focused communication, and highlighting how individual and group identities can be simultaneously salient.

Keywords: Interprofessional working; Healthcare Teams; Intellectual disabilities; discursive psychology; Values based healthcare